Problematic Performance Measures
(Filed 10/14/99)

The following are eleven performance measures from the list of measures defined in the Texas collaborative process that Ameritech has identified as being "problematic" to implement. This assessment is based on the SBC business rules document and the investigation into them conducted by Ameritech to date. These measures are divided into three general categories:

- Measurements for systems which Ameritech has not deployed
- Measurements for products that Ameritech no longer offers
- Measurements utilizing data points that Ameritech legacy systems do not support.

Systems not deployed - SBC #3 EASE Average Response Time

The Easy Access Sales Environment (EASE) system is a proprietary system deployed by SBC, which supports ordering of POTS residence and business telephone service. SBC retail service representatives and wholesale (resale) customers utilize this system.

Ameritech has not deployed EASE and does not currently offer an EASE-like system, which provides direct access to ordering. Ameritech's mechanized ordering functions are accomplished via the Electronic Data Interchange (EDI) interface, which has been operational since 1996. EDI functions are captured in other ordering measures within the SBC Texas performance measures. It is therefore problematic for Ameritech to provide SBC measure #3, "EASE Average Response Time", since Ameritech does not offer EASE or a similar system. Should Ameritech deploy EASE or an EASE-like system coincident with merger conditions on OSS, Ameritech would initiate work to implement an Average Response Time measurement.

Products no longer offered – Interim Number Portability (INP) SBC #87,88,89,90,114,115,116

- #87   Percentage Installations Completed Within "X" (3, 7, 10) Days - INP
- #88   Average INP Installation Interval
- #89   Percentage INP Only I-Reports Within 30 Days
- #90   Percent Missed Due Dates (INP Only)
- #114   Percentage of Premature Disconnects (Coordinated Cutovers)
- #115   Percentage of SWBT Caused Delayed Coordinated Cutovers
- #116   Percentage of Missed Mechanized INP Conversions

Ameritech Illinois was among the national leaders in the deployment of Long Term Number Portability (LNP). Interim Number Portability (INP), ~~which was~~ utilized prior to the widespread availability of LNP in Illinois, was discontinued as a product offering in the Ameritech region effective June 14 1999. SBC continues to offer INP and therefore has several performance measures that target processes supporting INP. Long term Number Portability (LNP) processes are reflected in other performance measures ~~in the Texas plan~~ within the Texas plan that will be implemented in Illinois (#91 through #101). ~~Consequently, Ameritech cannot collect data on a product which is not being sold.~~

Measurements which Ameritech legacy systems do not support – Count of canceled orders

- #34   Count of Orders Canceled After the Due Date Which Were Caused by Company (Ameritech)
- #51   Count of Orders Canceled After the Due Date Which Were Caused by Company (Ameritech) - UNE – Provisioning
- #64   Count of Orders Canceled After the Due Dates That Were Caused by Company (Ameritech)– SPECIALS Provisioning

~~These measurements will be problematic to implement because they attempt to measure canceled orders.~~ Ameritech legacy systems do not currently store canceled orders in any database. These systems also do not provide the flexibility to ~~"score" (as to whether the cancellation is company or customer caused) canceled orders.~~ Identify whether the canceled orders are due to the company or customers. Therefore, Ameritech is still investigating the magnitude of the changes needed to implement these measurements.